

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Enfield Centre
Core Job Role:	
Job Title:	Customer Service Assistant
Reports to:	Business Support Team Leader
Grade	RLW
Date of compilation:	January 2020

SPECIFIC ROLE RESPONSIBILITIES:

- Ensuring that the highest level of reception service is delivered consistently to students, staff, stakeholders and external visitors to exceed their expectations – greet and sign in visitors, issue student ID passes, check ID badges, answer telephone calls and any other admin duties required.
- To provide information, data and advice as required by students, staff, stakeholders and external visitors
- To ensure relevant queries have an appropriately managed handover and post query resolution.
- Identify, avoid and resolve problems quickly to enhance the customer journey.
- To provide an excellent level of customer service that represents the company's brand.
- To provide all aspects of curriculum administration such as production of letters, stock control, dealing face to face or other communicated queries.
- To support student enrollments within the School and work with the central MIS/Marketing teams throughout enrollment periods.
- To support relevant elements of the admissions process as identified including interviews, offers and taster days.
- To support the ongoing (keep warm) communication to applicants.
- Ensure filing (electronic and paper) is accurate and easily accessible.
- Provide cover and support to colleagues across the Schools as required, catering for fluctuating workloads and absences.

- To assist in the remittance of receipts from students are in accordance with the college cash handling policy and procedure, including compliance with PCIDSS (Purchase Card Industry Data Security Standard).
- Delivery of the campus health & safety & emergency response procedures including first aid.
- Work to flexible and diverse workflows and shift patterns in line with business needs including some evenings and weekends.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Customer Service Assistant
Department	ACE

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Literacy and Numeracy at Level 2 or above	A
E	Q2. Relevant Customer Service qualification or training	A
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of resolving problems	A / I
E	EK2. Knowledge of data protection and confidentiality requirements	A / I
E	EK3. Proven experience as working on Front of House or Customer Service setting	A / I
D	EK4. Good knowledge of Pro solutions or other student records system and Google applications	A / I

D	EK5. Experience of administrative work in an education setting	A / I
D	EK6. Experience of the college enrolment processes including cash/card handling	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Ability to work flexibly across a number of tasks and where necessary cover arrangements	A / I
E	SC2. Good communication skills	A / I
E	SC3. Good customer service focus	A / I
E	SC4. Excellent IT Skills	A / I
E	SC5. Good attention to detail and accuracy	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I